

The Effects of Work Overload on the Employees' Performance in relation to Customer Satisfaction: A Case of Water & Power Development Authority, Attock, Pakistan

Abstract

This paper explores the affect of work overload on the task related performance and customer orientation of employees in WAPDA. A survey through structured questionnaire was conducted among low level management, i.e. Meter Readers. The Public sector organizations in developing countries like Pakistan proved futile in delivering employee satisfaction. Employee dissatisfaction in consequence generates an array of tribulations which unswervingly affect the organization's outcome and in return the society. The finding of study shows that a decline in performance occurred as a result of work load which led to less customer orientation among the employees. This study recommend that the employees' performance should be regularly checked against certain standards in such way that if there is decline in performance, then it is increased with training, so that the customer orientation of employees doesn't suffer.